



Provider Bulletin

JUNE 2025
Volume 41, Number 18



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SIGN UP FOR OUR EMAIL LIST

Learn the latest Medi-Cal Dental news and information by signing up for our Medi-Cal Dental Fee-For-Service Provider email distribution list [here](#).

TRAINING SEMINARS

To reserve a spot online or view a complete list of training seminars, go to the [Provider Training Seminar Schedule](#).

Medi-Cal Dental Mail, Forms, and Correspondence

Medi-Cal Dental would like to remind providers of the appropriate PO Box addresses to mail in specific forms and correspondence to ensure timely processing.

The list below identifies the different PO Box addresses and their intended purpose:

Forms/Correspondence	PO Box Address
First Level Appeals/State Hearing	PO BOX 13898 Sacramento, CA 95853-4898
Member Correspondence	PO BOX 15539 Sacramento, CA 95852-1539
Provider Correspondence/ Enrollment Forms/CIF/NOA/ RTD Submissions	PO BOX 15609 Sacramento, CA 95852-0609
TAR/Claim Submissions/Ortho Study Models	PO BOX 15610 Sacramento, CA 95852-0610
EDI Processing	PO BOX 13860 Sacramento, CA 95853-4860
Conlan Correspondence	PO BOX 526026 Sacramento, CA 95852-6026

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For questions and support, please contact the Medi-Cal Dental Telephone Service Center (TSC) toll-free at (800) 423-0507. Medi-Cal Dental representatives are available to answer phone calls between 8:00 a.m. to 5:00 p.m., Monday through Friday to assist you. For general program information, the Medi-Cal Dental Interactive Voice Response System (IVR) is available 24 hours a day, seven days a week, using the automated system.

Medi-Cal Dental Case Management

Medi-Cal Dental offers Dental Case Management to help coordinate necessary dental treatments for members with special healthcare needs. Members with special healthcare needs are defined as those who have medical, physical, developmental, mental, sensory, behavioral, cognitive, emotional, or other conditions that require medical management, use of special services, like hospital dentistry, or another specialized healthcare intervention.

Case Management is entirely referral based. Referrals for Case Management services can only be initiated by the member's medical provider, dental provider, case worker, or healthcare care professional and are based on a current, comprehensive evaluation and treatment plan.

To refer a Medi-Cal member for Case Management, the member's medical provider, dental provider, case worker, or healthcare care professional must complete the online [Case Management Referral Form](#).

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Sign-Up for Medi-Cal Dental Provider Email List and Smile Alerts

Medi-Cal Dental providers can opt-in to receive email notifications regarding Medi-Cal Dental updates by following this link and completing the online form: <https://dental.dhcs.ca.gov/Providers/ProviderEmailListSignUp>. For Providers interested in signing up for [Smile, CA](#) Smile alerts can subscribe by completing the online form here: <https://smilecalifornia.org/partners-and-providers/sign-up-for-our-smile-alerts/>

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All providers and their staff are encouraged to opt in to receive email notifications, which will allow them to:

- Be the first to know of important changes and new information to stay in compliance with Medi-Cal Dental policies and applicable state and federal laws.
- Be prepared and updated on internal processes.
- Be a reliable resource to members.

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Orthodontic Training

Medi-Cal Dental is hosting an Orthodontic Training [webinar](#) from 8:30 a.m. to 12:30 p.m. on Friday, June 27, 2025 and a live, in-person Orthodontic Training [seminar](#) from 8:30 a.m. to 12:30 p.m. on Tuesday, July 29, 2025 in Santa Ana, CA. Providers can register now on the [Medi-Cal Dental website](#). The Orthodontic Trainings have been developed for Orthodontists who participate in Medi-Cal Dental Orthodontic Services. This training covers all aspects of Medi-Cal Dental Orthodontic Services, including enrollment and certification, completion of billing forms, billing procedures, and criteria and policies specific to Medi-Cal Dental Orthodontic Services.

Each attendee who attends the training may receive four (4) Continuing Education credits by completing the training in-person or via webinar. This training provides a description of general policies and procedures for Orthodontists. The training topics are as follows:

- Orthodontic enrollment requirements
- Forms completion, billing procedures, and criteria
- Orthodontic Case Studies
- Policies of Medi-Cal Dental Orthodontic Services

Please visit the [Medi-Cal Dental Provider Training website](#) for current information on upcoming in-person and webinar Orthodontic Trainings and the [Medi-Cal Dental Learning Management System](#) (LMS) to register for the on-demand Orthodontic Training. Early registration is recommended.

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How was your Provider Portal Chat Experience?

Medi-Cal Dental invites providers to share their experiences in a new customer satisfaction survey using the Medi-Cal Dental Provider Portal chat option. Providers who select the chat option within the Medi-Cal Dental Provider Portal will be invited to take a survey following the completion of their chat with a representative.

The new chat box will display the following survey questions in your choice of either English or Spanish:

- Question 1 – How knowledgeable was the last representative you chatted with? Please press 1 to 5, with 5 being the most knowledgeable.
- Question 2 – Did the last representative you chatted with show support for you and your needs? Press 1 to 5, with 5 being the best.
- Question 3 – Did the last representative you chatted with resolve your questions and needs? Press 1 for Yes and 2 for No.

The results of the survey will be used to assess how we can better serve our Medi-Cal Dental providers through the chat experience.

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